

CRITICAL INFORMATION SUMMARY

LARGE

OVO Mobile
50 GB
 + unlimited Oz calling

Information about your service

- Description of the service** OVO Mobile is a SIM only prepaid mobile plan. To use OVO you need an OVO SIM card inserted into your mobile phone and activated on the OVO network.
- What do I need?** You need your own mobile phone – we recommend a 4G device to improve your overall experience on OVO. You don't need to bundle this plan with any other OVO subscription.

What do I get? You get a combination of OVO Time, plus data and standard calling and messaging in Australia

| Data | OVO Time | SMS & MMS | National calling | International calling |
|-------|-----------|-----------|------------------|-----------------------|
| 50 GB | Unlimited | Unlimited | Unlimited | 600 minutes |

- Data** This is a data allowance that you can use for things such as email or browsing the internet and is a separate allowance to OVO Time. If you run out of your 50 GB data allowance you can choose to top up your data by buying a Top up credit or you can recharge early and renew all your service benefits. If you recharge early, all your benefits (data and calling) will be reset with no rollover and your 30 day service period will restart.
- OVO Time** These are hours you get to enjoy data-free music, sport and entertainment on OVOPlay. You must be logged into [OVOPlay](#) from an active OVO service with credit applied, to be eligible for OVO Time.
- OVOPlay** This is a native app (available on GooglePlay and iTunes) that provides access to live and on demand sport, music, motorsport and entertainment. You can also access OVOPlay using a web browser by typing in [OVO.com.au/Play](#).
- SMS & MMS** This is an allowance for you to send standard SMS and MMS to mobile phones in Australia.
- Standard calling** This is an allowance for you to make standard calls in Australia including calls to voicemail, 13 / 1300 and 1800 numbers.
- International calling**
 - This is an allowance of minutes that you can use to call our most dialled countries. Our most dialled list of countries is [available here](#).
- What's not included?**
 - International calls to countries that do not feature on our most dialled list
 - Roaming overseas
 - SMS or MMS to overseas numbers
 - Calls or premium SMS to 19 numbers
 - Calls to directory assistance
- Minimum term** With OVO, there's no minimum term, however your data and calling allowance expires every 30 days, unless you recharge earlier. There is no rollover of unused data or calling allowances.

Information about pricing

Total minimum monthly cost **\$34.95** Total maximum Monthly cost \$34.95 - plus any top ups or add ons that you buy, either manually or automatically

Cancellation There is no minimum term contract so you can cancel whenever you want. If you do cancel we don't charge fees but we don't refund you for your unused allowances or credit.

- How it works**
- There's no rollover of unused data or calling allowances on OVO.
 - We recharge your plan automatically every 30 days. (You can turn your auto recharge off using our app or website.)
 - If you run out of your 50 GB data allowance before the end of your 30 day period, you can choose to top up or recharge early. If you recharge early this will reset ALL your service benefits with no data or calling allowance rollover and restart your 30 day service period.
 - If you want to change your plan, you can change it anytime, free of charge, to coincide with your recharge. However, when you change your plan ALL your service benefits and 30 day service period are reset with no data or calling allowance rollover.
 - If you want to add OVO Extras to call or SMS overseas or SMS premium numbers within Australia, you'll need to add OVO Extras for \$5, \$10 or \$20. See our Critical Information Summary for OVO Extras, for more information.
 - We'll send you notifications to let you know when you hit 50%, 85% and 100% of your data allowance.

Other information

- Download our app at your favourite app store and you can manage your service and see how much data and calling you've got left in real time
- You can also go to our website to see how much data and calling you've got left OVO.com.au/customers.
- If you need help or support, contact us on OVO.com.au to chat to one of the OVO Team.
- If you have a complaint about any aspect of our product or service, please email us at: complaints@OVO.com.au. We'll get right back to you.
- If you want to contact the Telecommunications Industry Ombudsman, you can reach them at www.tio.com.au/about-us/contact-us, by telephone on 1800 062 058, by fax on 1800 630 614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

This is a summary. You can read all the detail you want at OVO.com.au/Terms. The quality and availability of some services may vary depending on your location, your phone, network congestion and network coverage. Find out more about Optus coverage at OVO.com.au/Products.